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PATENT NUMBER

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Acd multimedia	customer contact r	outing with delay and	nouncements Process Pr

		ISSUING C	CLASSIFICATION	
ORIGINA	L		CROSS REFERENCE(S)	
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INTERNATIONAL	CLASSIFICATION			
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TERMINAL DISCLAIMER	DRAWINGS			CLAIMS ALLOWED	
	Sheets Drwg.	Figs. Drwg.	Print Fig.	Total Claims	Print Claim for O.G.
☐ The term of this patent subsequent to (date)		1	I	NOTICE OF ALL	OWANCE MAILED
has been disclaimed.	(Assistant	Examiner)	(Date)		
The term of this patent shall not extend beyond the expiration date					
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this patent have been disclaimed.	(Legal Instrume	ints Examiner)	(Date)		
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The information disclosed herein may be rest Possession outside the U.S. Patent & Tradem	ricted. Unauthorized of ark Office is restricted	disclosure may be p to authorized emple	prohibited by the U	nited States Code Title 35 ors only.	Sections 122, 181 and 368
rm PTO-436A ev. 6/99)			FILED WITH:	DISK (CRF)	FICHE CD-ROI